



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Frontier North Inc.
for quarter ending June 30, 2011

Out of Service More Than 24 Hours	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$620.00	\$1,660.00	\$2,280.00
B. Number of credits issued for repairs - 24 - 48 hours	76	154	186	416
C. Number of credits issued for repairs - 48 - 72 hours	11	26	30	67
D. Number of credits issued for repairs - 72 - 96 hours	1	7	8	16
E. Number of credits issued for repairs - 96 - 120 hours	2	1	1	4
F. Number of credits issued for repairs > 120 hours	0	3	4	7
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	90	191	229	510
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$1,380.00	\$800.00	\$600.00	\$2,780.00
B. Number of installations after 5 business days	62	96	76	234
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	11	13	13	37
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	517	314	240	1,071
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$8,400.00	\$7,100.00	\$11,050.00	\$26,550.00
B. Number of customers receiving credits	168	142	221	531
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	61	132	207	400

Comments

Frontier North